

Amendments to the Claims:

This listing of the claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1. **(Currently Amended)** A method for operating a call center, wherein incoming external telephone calls by callers are automatically distributed to terminals to be answered by call center agents, comprising the process steps:

- [I-1] connecting of an external call to a free terminal of an agent;
- [I-2] storing of a message created by the agent concerning the content of the call between the caller and the agent;
- [I-3] ~~automatic assignment of~~ automatically assigning the message to the existing connection;
- [I-4] forwarding of the call to a separate hold line;
- [I-5] ~~renewed~~ renewing connection of the held call to a free terminal of an agent; and
- [I-6] ~~play back of~~ playing the message assigned to the held connection at the agent's terminal in such a way that the message is audible only for the agent.

2. **(Currently Amended)** The process of claim 1, characterized in that wherein the step of storing comprises saving the agent's message is saved as an audio file, and the step of playing comprises playing the message back played back acoustically.

3. **(Currently Amended)** The process of claim 1 or 2, characterized in that wherein the saved message is played back automatically immediately prior to establishing the renewed connection to a terminal.

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4. **(Currently Amended)** The process of ~~any of claims claim 1 through 3 or~~
~~2, characterized in that wherein~~ the separate hold line is connected to an interactive voice
response, so that the renewed connection to a terminal can be initialized by the external caller.

5. **(Currently Amended)** The process of ~~any of claims claim 1 through 4 or~~
~~2, characterized in that wherein~~ the external call is initially connected to a first terminal of a first
agent and ~~that~~ the held connection is transferred from the hold line to a second terminal of a
second agent.